

Aetna Better Health® of Louisiana
2400 Veterans Memorial Blvd., Suite 200
Kenner, LA 70062
1-855-242-0802



April 29, 2020

Sent via E-Mail

Ms. Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance
Louisiana Department of Health
628 N. Fourth Street
Baton Rouge, LA 70821

RE: Notice of Action for Aetna Better Health – Failure to Conduct Quarterly Member Advisory Council Meetings

Dear Stacy:

Please accept this as our appeal of the above noted Notice of Action. Aetna Better Health of Louisiana in describing our Member Advisory Council Meetings, described our compliance relative to our internal and more stringent standards. Based upon the application of the requirements of our contract, we believe we have met them based upon the following:

14.5.1 The MCO shall establish a Member Advisory Council to promote collaborative effort to enhance the service delivery system in local communities while maintaining member focus and allow participation in providing input on policy and programs.

Aetna Better Health of Louisiana has established a Member Advisory Council:

14.5.2 The Council is to be chaired by the MCO's Administrator/CEO/COO or designee and will meet at least quarterly.

Each of our meetings were chaired by the MCO's designee and met quarterly during 2018 and 2019 on the following dates:

- March 22, 2018 – Lake Charles
- May 26, 2018 – Kenner
- July 28, 2018 – Bossier City
- December 11, 2018 – Baton Rouge
- February 23, 2019 – New Orleans
- May 11, 2019 – Lake Charles
- July 27, 2019 – Monroe
- December 7, 2019 – Baton Rouge

14.5.3 Every effort shall be made to include statewide broad representation of both members/families/significant others, member advocacy groups and providers that reflect the population and community served. At least one family member/caregiver of a child with special

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health care needs shall have representation on the committee. Members/families/significant others and member advocacy groups shall make up at least fifty percent (50%) of the membership.

We made every effort through invites to have a cross section of representation to include both members/families/significant others, member advocacy groups, and providers that reflected the population and community that we serve and hold the meetings. The intention was that members/families/significant others and member advocacy groups would make up at least fifty percent (50%) of the membership. However, we have been challenged to get enough members to attend to put us over the 50% **attendee** threshold despite their invitation.

14.5.4 The MCO shall provide an orientation and ongoing training for Council members so they have sufficient information and understanding to fulfill their responsibilities.

At each MAC meeting, we provide orientation and ongoing training so they have sufficient information and understanding to fulfill their responsibilities.

14.5.5 The MCO shall develop and implement a Member Advisory Council Plan that outlines the schedule of meetings and the draft goals for the council that includes, but is not limited to, member's perspectives to improve quality of care. This plan shall be submitted to LDH within thirty (30) days of signing the Contract and annually thereafter.

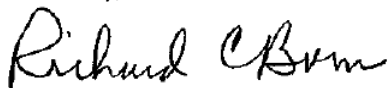
Aetna Better Health of Louisiana developed and implemented a MAC Plan (Agenda) that outlines the schedule of meetings and the draft of goals that included member's perspectives to improve quality of care.

14.5.6 LDH shall be included in all correspondence to the Council, including agenda and Council minutes. Additionally, all agenda and Council minutes shall be posted to the MCO website in English and Spanish, with any member-identifying information redacted.

Aetna Better Health of Louisiana has provided LDH all correspondence to the Council, including agenda and minutes. Additionally, all agenda and Council minutes are posted on our website and available in both English and Spanish, with any member-identifying information redacted.

We apologize for any miscommunication on this matter.

Sincerely,



Richard C. Born, CEO
Aetna Better Health of Louisiana

cc: Mr. Michael Boutte
Ms. Erin Campbell
Ms. Dawn Love
Mr. Damiane Ricks
Ms. Kim Sullivan
Ms. Christina Wilson
File #: AET2-36